

PoGo Raids Server Staff Quick Reference

All Staff Commands		Moderator Commands	
?invite	Shares the server invite.	?troll	Mutes specified user for 12 hours. <i>this should only be used when a user has bypassed the bot using the \$r command in the raid channels</i>
?setup	Gives profile setup commands.	?clown	Applies no host for five days and mutes user for 24 hours. <i>for posting fake raids</i>
?5plus	Shares the tutorial to invite more than 5 people to the same raid.	?nohost	Sets the NoHost role for 5d and sends user a DM.
?host	Gives a walk-through of how to host with PokeNav.	?yeshost	Removes NoHost, no message sent.
?nav	Gives commands for hosting with PokeNav.	?pndown	Posts a message to all PokeNav channels saying the bot down (inc #profile-setup ect).
?	Information about double raids.	?pnup	Posts a message to above saying cleared.
double		?pnspam	Posts a message to the raid channels only saying not to spam.
?psa	Give information about how to verify profile using bot.	?who	Gives whois, notes, modlogs and trainer profile.
?vhost	Hosting video.	?mute	Mutes the specified user for the allotted time - ?mute [user] [limit] [reason]
?mod	Users can use this to apply to be a mod.	?unmute	Unmutes a user.
?mi	Tags user in current channel to @user		use \$mi.
@user			
?wait	Message to use in raids telling people to be patient.		
?away	Sets your AFK message.		
?reset	Instructions on how to reset raid.		
?av	Provides a large image of specified users avatar.		
?go	Sends a message to the specified user to remember to use \$go and makes a note on their file.		

To view additional Dyno bot commands, visit:

<https://dyno.gg/commands#/Moderator>

Please note all commands listed on this doc may have been disabled or not be available to you. If you need help, please reach out to a Community Leader.

Raid Commands

\$bo	Sends a message tagging the entire party to back out of the lobby.	\$htc	Display the host's trainer code.	\$more	Ask for more help in the raid channel. 1 calls every 120.0 seconds per channel.
\$b	Updates the boss or egg for the current raid party. E.g., \$b marowak-alola	\$kick	Kick one or more members from the current raid party. E.g., \$kick @Trainer1 or \$kick @Trainer1 @Trainer2 @Trainer3	\$mi	Display a list of members you will invite.
\$cheat-sheet	Display the top of channel command cheatsheet.	\$mm	Override number of unique accounts allowed in the current raid channel. E.g., \$mm 10	\$nr	Marks you as no longer ready to start the raid.
\$c	Displays raid boss counters provided by Pokebattler.	\$m	Displays the list of raid party members and their status.	\$p	Sends a message tagging the entire party. E.g., \$p an important message to send to everyone
\$end	Ends the current raid party.			\$reset	Resets the ready status of all raid party members.
\$extend	Extends the raid channel's expiration time.				
\$go	Sends a message tagging the entire party to go into the raid lobby.				

To view additional PokeNav Bot commands, visit:
<https://docs.pokenavbot.com/#/commands/-raids?id=commands>

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Spoofing Logos



Moderators: do not ban without **absolute** proof of spoofing. Overlays are not necessarily indicative of spoofing 100% of the time.

If you are unsure, reach out to a Community Leader.

Quick Guidance

What do I do if there is multiple staff responding to a ping?

We appreciate the enthusiasm in responding to a moderator ping. However, multiple staff members handling the same issue can be confusing for the members. If a Helper is dealing with the situation and has everything under control—please allow them to continue. If the situation is getting out of hand, the moderator must take over.

Can I talk about punishments to the general public?

No. It's important to keep professional discretion in mind. Please do not discuss punishment anywhere outside of #staff-chat or #moderators-chat.

Where should I post my commands?

Please put all commands in the #moderation channel. The only thing that is considered okay is having to ?clown or ?troll a member on initial release days as things move quickly.

Remember to check your pins!

See Something, Say Something!

YOU are our top priority. If there is a member that is making you feel uncomfortable in anyway - whether they are staff or not - please reach out to your Community Leader.

We want you to feel safe and supported here.

The Role

Our staff play an essential role on the PoGo Raids server. They are the community faces that users see every day. They are a port of call for helping and assisting with questions, problems, and difficulties that users may be experiencing.

What You Do

Admin	Responsible for maintaining the server, managing channels, permissions, bot management, reviewing and implementing new ideas, and general support. Ultimate escalation point.
Community Leader (CL)	Responsible for the member community, providing moderation standards and guidance. They handle escalated issues raised by moderators.
Moderator	Engages directly with the user base by mentoring, supporting hosts, being active in the chat and help channels, and ensuring this is a safe place for all to hang out. A Moderators job is to deal with disruptive members of our community by documenting any issues they may cause and issuing restrictions or warnings where needed.
Helper	A Helpers role is to proactively find and help members of our community who are struggling—by guiding and teaching users how to set up their profile, host larger lobbies, or answer general questions about the server or the game (using ?tag, for example, as needed). Helpers raise issues such as disruptive members, inappropriate content, poor hosting in raids to moderators.

Safety First

We have a duty to keep people safe here. If there are serious issues with people, inc under age you **MUST** submit a ticket to discord (it's very easy!).

[Discord Ticket Request](#)

How do I become an Admin?

Ukbigdave: Once hell freezes over, you can apply to be an admin. But you will still be unsuccessful.
(Probably refer to staff generally, I get asked this every other day... it's hilarious)

Schedule

We don't require anyone to be here 24/7 but ask that there be staff presence during our busiest times. These would be:

- Niantic Events like GoFest.
- First Release Raid Bosses
- Raid Hour

We know that real life comes first - we wouldn't have it any other way. If you feel you are going to be inactive due to an upcoming life event, please let us know!

If you feel you are no longer able to commit time to the server, reach out to a Community Leader to discuss next course of action.

What Should I Be Doing?

Each person works differently, and your strategy for tackling server service will differ. A standard flow of events might look like this:

- Check staff news
- Check Issues for Moderators and Issues for Community Leader threads respectively
- Check the modmail and be sure things have been answered, close any open threads
- Check the Trainer Lounge and clean up if necessary - users tend to post non-ar photos in the ar section, referral codes in the friends section, and throw off the number train. These should be warned and noted per case.
- Check help and feedback to make sure no one needs help.
- Sift through the raid channels and offer guidance where necessary, close anything that looks done.

Again, this is a general outline - your order of events will look different! We encourage staff to participate and interact with the server. Please continue to host or join raids and have a light-hearted chat with fellow trainers in go-chat!

CL Advice (cont)

When you first became moderator, what was something you had absolutely no idea about and found out on your own?

FlintZSTF: When being brought into the moderator role, it was my first time being a mod for a server or in general. The biggest thing I was worried about was knowing the commands and when to use them. It was hard deciding if I was using the correct command for the job, and I had to learn over time when to use what commands. This is ultimately always going to be hard for new mods because every case is different, which is why rule #7 exists, lol. But yeah, That was kind of the thing I had to learn on my own mainly.

stolipinovo: Something I found out mainly on my own was the flexibility to think for myself in the interest of the 'heart of the law' rather than the 'word of the law' if that makes sense. To have a vision and goal in mind of how we would like the server to be, and run decisions, sanctions, etc., to facilitate that goal, rather than having pre-defined outcomes for each scenario.

Pokémom: Sometimes, an individual in the raid group may become disruptive by making personal attacks, dominating the conversation, or forcing their ideas on everyone else. When a disruptive individual or situation prevents a group from making progress, something needs to be done. I found that "doing something" is not always easy. On paper, it was easy to think that I could jump into any conversation and steer it the way I want it—I quickly learned that people are super serious about their pokemon. It's important to remember as a moderator we are neutral. We are here to establish and maintain the ground rules. It's a bit of a whimsical dance; you say, "I'm here to help you and the community. I won't take over your raid, but I will make suggestions to keep things moving. However, this is your raid, and I want to help you make it work."

CL Advice (cont)

What advice would you give to new staff?

FlintZSTF: Don't let the role get to your head. Use it with responsibility. Don't be afraid to ask questions. We are all in the same boat. Don't compare yourself to other staff members; everyone learns differently (these are very cliche answers, but I think they are true and great advice). Simply put, do your best and enjoy your time on the server.

stolipinovo: Advice to new people would easily be to take breaks if and when they need it.

Pokémom: Don't try to do it all yourself! Lean on your team - there is something they can teach you and vice versa! We are all in this together. Don't be afraid or intimidated to reach out!

Partner Links

Pokémon Go Raids

Global Remote Raids for all Pokémon GO trainers level 30 and up!

<https://discord.gg/RemoteRaids>

Premier Raids - TL40+

Global Remote Raids for all Pokémon GO trainers level 40 and up!

<https://discord.gg/kVpWrtuMJ3>

Pokémon Go

Global Remote Raids for all Pokémon GO trainers!

<https://discord.gg/bTJxQNkJH2>

PoGo Raids

Invite link to this server!

<https://discord.gg/PoGORaids>

Dispute Server URL

<https://discord.gg/AgX8uKx25e>

CL Advice

What's one thing you wish someone would have told you about being staff that you didn't know?

FlintZSTF: This is hard because I think I had a good mentality on what to expect from being a moderator or a community leader. However, I didn't expect the staff team to have the structure that it has. The rules we have behind decision-making almost make it feel like it's a job! It's hard to remember that I'm doing this for volunteering and my enjoyment. Don't get me wrong, I get enjoyment, but there are times when the server can be harsh, which I did not expect. It would have been nice to know this.

stolipinovo: If I'm brutally honest, I wish I was aware of how taxing being staff is when it comes to enjoying the server yourself.

Pokémom: Two things: ask the questions you think are stupid - even when you don't want to bother anyone. I didn't want to be a nuisance when I accepted my position, especially during raid hours or new releases. I made things exceedingly difficult for myself. Things can happen quickly, and it's better to handle the server than be completely surprised at every turn. So, feel the fear and ask anyway. The second thing is that there is nothing more important than that first week as staff. This is when you soak in the bulk of your information. It's where you grow into a routine and form good (or bad) habits. Pay attention to everything and soak it all in. It's the best time to pick up new information!

